

# Daily Safety Tips for Housekeeping Supervisors

Meet tomorrow prepared





## How the Daily Safety Tips program works:

The Daily Safety Tips program is designed as a comprehensive checklist that provides management with daily safety topics to communicate effectively throughout the year. Each tip is accompanied by a corresponding message that safety managers can use to implement and incorporate as a talking point. These talking points are useful for safety huddles, shift change meetings, and helping employees understand the importance of safety measures. Additionally, the checklist can be repurposed to meet specific business needs.

## Manager's Role:

Managers play a crucial role in the Daily Safety Tips program. They must ensure that the Daily Safety Tip Checklist and Talking Points are incorporated and utilized by lead safety personnel to help:

- Generate safety awareness
- Take control, and reduce claims and related expenses, adding significant value to operations

## Benefits:

### Daily Safety Topics & Tips with Talking Points:

Each day of the month is assigned a specific and essential safety topic, with corresponding messaging of a rotating schedule. Revisiting the safety topics throughout the year will help:

- Reinforce safety compliance and a safety mindset
- Help employees understand its importance keeping it top of mind
- Empower safety accountability
- Promote and heighten safety awareness
- Build a consistent and safer work environment year-round

### Wide range of essential topics covered include:

- Slip, trip and fall
- Fall prevention
- Manual material handling and Cutting safety
- Fire extinguisher safety
- Sprinkler system testing
- Industrial rack/module safety
- And many other essential safety topics

# Daily Safety Tips Checklist

The safety tips checklist offers daily safety topics with related Talking Points to enhance corresponding messaging for safety management to incorporate into morning or shift change meetings. The primary objective is to provide repetitive training and continue reinforcing safe practices and accountability among the workers, year-round.

## Key Points

- **Repetitive Training:** Regularly revisit safety topics to help reinforce safe practices and accountability, fostering a culture of awareness and prevention
- **Familiar and New Topics:** The checklist includes a mix of well-known and new safety topics and insights to provide comprehensive safety education.
- **Scenarios Covered:** Although not exhaustive, the topics cover various scenarios that impact the safety and security of employees and the public, ensuring a broad understanding of potential hazards.

## Safety is NO accident, and everyone's responsibility all day, every day.

It's essential for management to:

- Schedule safety meetings regularly (e.g., daily, weekly, bi-weekly, or monthly).
- Ensure all employees are informed about the schedule and encouraged to attend.
- Review recent incidents, near-misses, and lessons learned.
- Discuss potential hazards in the workplace and verify appropriate responses to daily conditions.
- Outline and reinforce appropriate safety measures.

By doing so, employees are kept well informed about potential hazards and the appropriate measures to take will contribute to a safer and more productive work environment.

Daily safety tips are grouped by month to help keep safety awareness ongoing throughout the year. Below is an example of the Daily Safety Tip Checklist with reference to how it can be used during safety discussions.

## Tips designed to repeat for each grouping of months: (January / May / September)

Day	Safety Tips	Response: Talking Points
	<b>Tip of the Day (Start-up Conversation)</b>	<b>Response: Incorporate Talking Points: into a start-up conversation. Below is an example based on the topic of Fire Safety.</b>
1	Do you know where the closest fire extinguisher is located and how to use it?	Fire extinguishers should be clearly visible to all personnel. Employees should understand how to operate an extinguisher effectively, unless the company policy dictates only designated personnel are authorized to use them. What does your policy say?

January / April / July / October		
Day	Safety Tips	Response: Talking Points
1	Avoiding elevator falls.	Watch for elevators that do not stop evenly with the floor. They may result in you tripping and falling. If you notice this situation, report the situation to facilities management, who may need to contact the elevator contractor for repair or adjustment.
2	Only use chemicals provided to you by the hotel.	Room attendants have been known to bring chemicals from home because <i>the chemicals the hotel buys are not strong enough and do not clean as well as mine from home</i> . Chemicals should never be brought from home because if exposure occurs, the hotel will not have the necessary information to apply first aid.
3	Extension cord use.	Unsafe use of extension cords can lead to fractures, cuts, contusions, and sprains, usually the result of a person tripping over them. Unsafe use can also result in fires from short circuits, overloading, and misuse. Extension cords should only be used in approved areas. They should always be in good condition and never be placed where someone may trip over them.
4	When the fire alarm sounds, you should...	When the fire alarm sounds: <ul style="list-style-type: none"> <li>• Put away your cart.</li> <li>• Close any open doors.</li> <li>• Exit the building via the stairs.</li> <li>• Assist any guests.</li> <li>• Report to the designated assembly area.</li> </ul>
5	Do you have a working fire extinguisher in your home?	Include a working fire extinguisher in your disaster preparedness plans at home. Like all fire extinguishers, regularly inspect it to guarantee you have full charge when you need it.
6	What does a safe shoe look like?	Safety shoes are not ugly anymore! There are a wide variety of styles available at affordable prices today. Look for the box label designating the shoes as 'slip resistant' before you purchase.  Also, look at the tread on a regular basis. A worn shoe sole will not provide the same amount of protection as when it was new.  Not all soles are created equal!
7	Make sure all containers are labeled properly.	Properly labeled containers list any health hazards, flammability rating, and reactivity rating in addition to the product's name.
8	Always wash your hands after using the restroom.	This is the easiest way to prevent foodborne illness.

January / April / July / October		
Day	Safety Tips	Response: Talking Points
9	The rooming list should be stored out of sight in a secure location.	Rooming lists frequently contain guests' names. These should be carefully guarded and stored out of sight in a secure location.
10	Never mix chemicals.	Mixing chemicals is potentially deadly. Most of us are not chemists, so we never know what the result will be or what the hazards associated with mixing certain chemicals.
11	Manage your vacuum cord to prevent trips.	Vacuum cords present trip hazards for employees and guests alike. Keep the cord out of the main walkway as much as possible; keep it flat on the floor, reduce kinks and loops in the cord and check the walkway before moving the cord.
12	Kneel on a padded surface when cleaning the bathtub.	This will save the room attendant's back. Some hotels provide foam pads for this purpose. This also puts the room attendant in a better position to reach the sides and bottom of the bathtub.
13	Wear goggles when opening laundry liquids.	Laundry workers frequently get liquid chemicals in their eyes when opening bulk (five-gallon) containers. Much of this material is very caustic and damaging to the eyes.
14	What is your role in an emergency drill?	Your role in a drill is most likely your role in the event of an emergency. Be familiar with what your responsibilities are by fully understanding your emergency preparedness program.
15	What is ergonomics?	Ergonomics is the science that focuses on the relationship between workers and their work environment. When someone is making an ergonomic assessment of your work area, they are evaluating how best to fit your workplace specifically to you. This may involve office workstation adjustments, tool selection, job rotation and other factors. Be open to suggestions for improvement.
16	Keep storage away from electrical panels.	A small fire can shut down large sections of the building if the fire affects the electrical panel.  Do not store items within 36 inches of the panel(s).
17	Practice a fire safety plan at home with your family.	Develop a fire safety plan with your family and other members of your household. Update your plan, if needed, as your household changes.  Practice your plan: <ul style="list-style-type: none"> <li>• At least twice a year</li> <li>• When anything changes in your household</li> </ul>



January / April / July / October

Day	Safety Tips	Response: Talking Points
18	Fire extinguisher basics: use the <i>PASS</i> system to put out the fire.	<p>Pull the pin.</p> <p>Aim the extinguisher nozzle at the base of the fire.</p> <p>Squeeze or press the handle.</p> <p>Sweep from side to side slowly at the base of the fire until it goes out.</p> <p>Remember to never endanger yourself. If the fire is too large to put out, sound the alarm immediately, and follow evacuation protocols.</p>
19	Did you move that mat?	<p>Mats slide around on floors under some conditions and may need to be replaced to prevent falls. Mats placed at doorways should be against the door threshold.</p> <p>If you observe a mat that continually moves, discuss it with facilities management. Perhaps a different type of mat needs to be used or something can be done to eliminate the need for even having a mat in the area.</p>
20	AEDs - what do you know about them?	<p>According to the American Heart Association Facts on Sudden Cardiac Arrest published in December 2009, there are more than 295,000 occurrences of sudden cardiac arrest (SCA) each year and most of them are fatal. A victim's chances of survival are reduced 7-10% for every minute that passes without treatment. According to medical experts, the key to survival is timely initiation of a <i>chain of survival</i>, including CPR and early defibrillation. The availability of a working Automated External Defibrillator (AED) and a trained person to use it could be very valuable in helping save lives. Contact a Zurich risk engineer for a risk topic on this subject.</p>
21	Never give chemicals to guests.	<p>There are several horror stories about room attendants giving a guest cleaning chemicals in cups and glasses only to have the guest's child mistakenly drink the chemical. It may be okay with management to offer to clean something in the guest's room, but you should never give the guests cleaning products or chemicals.</p>
22	Always use two people to flip mattresses.	<p>A lesson learned by trial and error, using two people to flip a mattress saves workers' backs. Mattresses are too awkward to handle alone.</p>
23	<i>Cool off</i> greasy rags after laundering and store in covered metal container.	<p>Laundering greasy rags is one of the most frequent operations housekeeping and laundry is asked to perform. It is very important not to store rags from the clothes dryer until they are completely cool, and then they should be stored in a covered metal container. The recommended procedure is outlined below:</p> <ul style="list-style-type: none"> <li>• The rags should be stored in a bucket with a solution of water and degreaser until washed.</li> <li>• The rags should be washed last on the shift.</li> <li>• The lint should be cleaned from the clothes dryer before drying rags to ensure maximum air flow.</li> </ul> <p>After drying, the rags should be run without heat to cool them down and should be stored in a covered metal container.</p>

January / April / July / October		
Day	Safety Tips	Response: Talking Points
24	Needle stick injury prevention: is not just for nursing?	In the healthcare environment, food service workers may come in contact with needles left on food trays and workers in housekeeping may be exposed if needles are left in linens. Even office workers may be exposed to needles if used by others in public restrooms. While some employees have a higher probability of exposure to a needle and a resulting needle stick, all employees should be aware of their surroundings and take care when an unsecured needle syringe is observed. Never attempt to recap a syringe.
25	Flammable and combustible materials should be minimized.	Reducing the amount of flammable and combustible materials minimizes the potential fire hazard presented by these materials. The fewer the better.
26	Keep oily rags in a covered container or under water until washed.	When oily rags are to be washed, we recommend the following procedure: <ul style="list-style-type: none"> <li>• The rags should be stored in a bucket with a solution of water and degreaser until washed.</li> <li>• The rags should be washed last on the shift.</li> <li>• The lint should be cleaned from the clothes dryer before drying rags to ensure maximum air flow; after drying, the rags should be run without heat to cool them down and should be stored in a covered metal container.</li> </ul>
27	Hand washing basics.	When washing your hands: <ul style="list-style-type: none"> <li>• Place hands together under water (preferably warm).</li> <li>• Apply soap (according to the manufacturer's directions) and rub your hands together for at least 20 seconds.</li> <li>• Wash all surfaces well, including wrists, palms, backs of hands, fingers, thumbs, and under the fingernails.</li> <li>• Clean dirt from under your fingernails.</li> <li>• Rinse the soap from your hands.</li> <li>• Use a towel to turn off the faucet.</li> <li>• Dry your hands completely with a clean towel, if possible. If towels are not available, it is okay to air dry your hands.</li> <li>• Pat your skin rather than rub to avoid chapping and cracking.</li> <li>• Avoid turning off the water with your clean hands. Use your paper towel or elbow. Then use your towel to open any doors before towel disposal.</li> </ul>
28	Carbon monoxide; the silent killer.	Carbon monoxide is known as the silent killer because it is an odorless, colorless, tasteless gas that claims about 300 lives a year and is the #1 cause of poisoning deaths in the U.S. Safety tips: <ul style="list-style-type: none"> <li>• Have a CO detector on every floor of your home.</li> <li>• Do not put one too close to your furnace.</li> <li>• Watch for flu-like symptoms.</li> </ul> If the detector sounds, evacuate.

January / April / July / October

Day	Safety Tips	Response: Talking Points
29	Good shoes are essential to preventing slips, trips, and falls.	Shoes should be slip resistant and in good condition. Sports shoes are not all slip resistant. When you walk, your heel hits the ground first, so watch for wear and tear in the heel areas.
30	Keep room carts in front of the guest room door when working in a room.	The room attendant cart should be kept in front of the door of the guest room being cleaned, as this provides a degree of security from intrusion. It also keeps the corridor pathway clear for guests, which is particularly important in the event of an emergency.
31	Check guest room locks when cleaning rooms.	It is very important for the security of guests that locks function properly; make sure that the deadbolt retracts when the knob or lever inside the room is used. This can be very important in the event of an emergency.



February / May / August / November		
Day	Safety Tips	Response: Talking Points
1	Smoke and carbon monoxide detectors save lives.	<p>Replace household smoke and carbon monoxide detector batteries annually and test them regularly to ensure they work in the event of a fire or carbon monoxide exposure.</p> <p>Replace household:</p> <ul style="list-style-type: none"> <li>• Smoke detector units every eight to 10 years, or as recommended by the manufacturer.</li> <li>• Carbon monoxide detectors every five years, or as directed by the manufacturer.</li> </ul>
2	When you work with chemicals, you have a right to know...	<p>For each hazardous chemical you work with, you need to understand the safety and health hazards, as well as know proper precautions to take to keep yourself and others safe.</p> <p>If you have any questions about a product you work with, you should review the Safety Data Sheet (SDS).</p>
3	When an unknown person enters the room, you should...	<p>Immediately go to the door of the guest room so you can escape if threatened.</p> <ul style="list-style-type: none"> <li>• Ask the person to show their key.</li> <li>• Try the key in the lock.</li> <li>• If the person does not cooperate or does not have a key, leave immediately and call the MOD or housekeeping manager.</li> </ul>
4	Practice infection control 24/7.	<p>Remember that communicable diseases can be passed by you to others when you leave work. Controlling contamination of others by containing your cough or sneeze and not working when you have a communicable illness is essential. Make sure your vaccinations are current, wash hands frequently, and practice cough/sneeze etiquette.</p> <p>Report any illness or symptoms, or whether you have been exposed to disease, promptly to your supervisor.</p>
5	Wash Hands.	<p>Frequent hand washing helps to prevent the spread of colds, flu, and other communicable diseases. The US Centers for Disease Control suggests following these five steps every time:</p> <ol style="list-style-type: none"> <li>1. Wet your hands with clean, running water (warm or cold), turn off the tap, and apply soap.</li> <li>2. Lather your hands by rubbing them together with the soap. Lather the backs of your hands, between your fingers, and under your nails.</li> <li>3. Scrub your hands for at least 20 seconds. (Need a timer? Hum the <i>Happy Birthday</i> song from beginning to end twice.)</li> <li>4. Rinse your hands well under clean, running water.</li> <li>5. Dry your hands using a clean towel or air dry them.</li> </ol>
6	Rock when vacuuming to save your back.	<p>Use your weight to power the vacuum; save your arm and back muscles. Little things make a big difference at the end of the day!</p>
7	Protect against bloodborne contaminants on and in linen.	<p>The linens from the beds and bathrooms have the potential to transfer BBPs (bloodborne pathogens) for up to several days. This is particularly true of hepatitis. At a minimum, puncture-resistant rubber gloves should be worn by room attendants and laundry workers. Special laundering procedures should be employed when linens are known to be contaminated.</p>

February / May / August / November

Day	Safety Tips	Response: Talking Points
8	Oh, my aching back!	If you go home each night with a backache, it is up to you to ask what might be causing it. Are you lifting too much weight? Are you putting yourself in awkward positions? There are many possible causes of back pain, both work- related and non-work-related. It is important that you investigate possible causes and seek solutions before it becomes unbearable.
9	Do you know how to properly clean up a blood or body fluid spill?	Your company policy should address blood-borne pathogens, outlining the proper method to clean up a blood or body fluid spill. This is a very different process from cleaning up spilled foods or drinks from the floor. Be sure to know the difference between these two methods and where you can find materials to use in cleaning up blood or body fluids.
10	What does <i>building a bridge</i> mean regarding back safety?	<p>You may occasionally bend over to pick up a piece of paper or other debris or items on the floor or ground. When you do, be sure to build a bridge. This simply means to support your upper body (which weighs significantly more than your lower body). This can be accomplished by placing one hand on your knee or inner thigh or on a stable item, such as a table or counter. This support of your upper body will lower the risk of injuring your lower back.</p> <p>In many industries, strains and over exertion injuries remain one of the top workers' compensation causes of loss.</p>
11	Report burnt-out lights.	Proper lighting is necessary for good safety and security. Guests do not like dark public areas or burnt-out lights in guest rooms.
12	Use good judgment and take action to eliminate unsafe acts!	<p>Most injuries are the result of an unsafe act instead of an unsafe condition. Your actions can help to minimize unsafe acts, which can help prevent you from being injured.</p> <p>For example, use good judgment and if an item is too heavy to lift, use a mechanical assist or co-worker to help lift it.</p>
13	Never replace broken straps on rollaway beds with bungee cords.	Bungee cords have 'stored energy' in them and can snap out of the grasp of guests and employees, causing injury. Cloth strapping or belting is a much better choice.
14	What is the proper way to lift a carton/object?	When lifting cartons or objects: stand with your feet apart for good balance, with shoulders and hips aligned, bend at your knees, not your waist. Maintain the natural curve in your back. When lifting, let your leg muscles do the work. Keep the load you are lifting close to your body to ease the pressure on your spine. Turn with your feet; do not twist the trunk of your body. When you set the load down, squat down slowly by bending your knees.

January / April / July / October		
Day	Safety Tips	Response: Talking Points
15	When anyone asks to be let in a room...	Housekeepers should never let anyone into a guest room.
16	Get a stool or ladder. Never stand on chairs or bathtubs to reach high surfaces.	Standing on tubs, vanities and chairs is a formula for disaster. Room attendants frequently slip and fall when doing this. Instead, get a stool or ladder and save yourself from injury.
17	Proper extension cord use is important in preventing slips, trips, and falls.	The Consumer Product Safety Commission estimates that each year, about 4,000 injuries associated with electric extension cords are treated in hospital emergency rooms. Half the injuries involve fractures, lacerations, contusions, or sprains from people tripping over extension cords. Thirteen percent involve children under five years of age; electrical burns to the mouth accounted for half the injuries to young children. They estimate 3,300 residential fires originate in extension cords each year, killing 50 people and injuring about 270 others. The most frequent causes of such fires are short circuits, overloading, damage, and/or misuse of extension cords. Be sure to read the attached disclaimer tag next time you use an extension cord.
18	Report fire hazards.	The easiest way to fight a fire is to stop it from happening by reporting fire hazards right away. Fire endangers the guests and employees of the hotel.
19	Do you know where the closest fire extinguisher is located and how to use it?	Fire extinguishers should be clearly visible to all personnel. Employees should understand how to operate an extinguisher effectively, unless the company policy dictates only designated personnel are authorized to use them. What does your policy say?
20	Storage rooms with electrical panels.	The areas directly in front of electrical panels should never be blocked. This poses a fire risk and may limit access if there is a need to get into the breaker box in an emergency.
21	Correct or report slip, trip, and fall hazards.	Slips, trips, and falls are the most common accidents in America. Every effort should be made to eliminate these hazards. Correct or report poor housekeeping situations immediately. Contact a Zurich risk engineer for a RiskTopic on this subject.
22	Are the chemicals used in your area properly labeled?	Containers should include the name of the chemical and appropriate hazard warnings per OSHA requirements. Never use unlabeled containers that are left from the prior shift.
23	Remove lint from dryers at least 304 times daily.	This will help ensure proper operation of the dryer, improve airflow, improve the efficiency of the dryer, and decrease the fire hazard.

January / April / July / October		
Day	Safety Tips	Response: Talking Points
24	Wear protective gloves when cleaning bathrooms.	One of the greatest hazards to the health of the room attendant is hepatitis. The germ that causes this disease can live outside the body for an extended period of time. Protect yourself; always wear gloves when cleaning bathrooms.
25	Never place your hands in trash cans.	Trash cans can contain hypodermic syringes, razor blades and other items that can cause injury.
26	De-escalation to prevent workplace violence.	Workplace injuries can occur because of the aggressive actions of customers, family members, friends, or fellow employees. It is important to be able to recognize any clues leading up to a violent act and know how to react so that the developing situation de-escalates.  If you need refresher training, never be afraid to ask for it.
27	Stretch and flex to prevent accidents.	Whether stretching and flexing is part of your requirements to perform at work or something you should do regularly after hours in order to maintain your overall fitness, both are important components of work injury prevention.
28	Do not try to stop carts from falling over.	Should the cart hit an uneven area and start to tip over, let it. Then get help to set it up right again. It is better to let the cart fall over than get a back injury.
29	Be watchful for sharps in bed linens in the room and in the laundry.	Guests with diabetes, allergies or other maladies may absentmindedly leave hypodermic syringes in the bed where they can become tangled in the linens. Be careful when changing bed linens.
30	Misuse of chemicals or cleaning agents can be dangerous.	The World Health Organization (WHO) says: <i>Chemicals are part of our daily life. All living and inanimate matter is made up of chemicals, and virtually every manufactured product involves the use of chemicals. Many chemicals can, when properly used, significantly contribute to the improvement of our quality of life, health, and well-being. But other chemicals are highly hazardous and can negatively affect our health and environment when improperly managed.</i> Pay attention to your Hazard Communication training: <ul style="list-style-type: none"> <li>• Wear your PPE.</li> <li>• Make sure chemicals are properly stored and labeled.</li> </ul>
31	My hands hurts when I go home. What could be causing it?	Seek advice from your health nurse about possible causes for hand pain. Do you work all day in repetitive work, or perform activity that requires you to hold your hands still for long periods of time? Although you may not be able to vary your work duties, there may be ways to prevent injury, such as taking mini breaks to vary your routine, stretching, and ergonomic tools and equipment.

March/ June / September / December		
Day	Safety Tips	Response: Talking Points
1	Push carts from the steering end for easier manoeuvrability.	This is another example of working smarter, not harder, and can save wear and tear on the body.
2	Know your role during a weather emergency.	Room attendants usually know what to do when the fire alarm sounds. They should also receive training on what to do and where to go when weather threatens. Know what type of threatening weather occurs in your area. Tornadoes can have winds of over 200 mph and can blow out windows and lift roofs from even the most modern buildings. A safe haven is very important during these situations.
3	Report damaged vacuum cords immediately.	Damaged vacuum cords become a shock hazard. Have a damaged cord replaced ASAP.
4	Report missing bathtub strips or turned-up edges on mats.	If the hotel is using one-inch strips to protect against slips in the bathtub, a minimum of six strips is needed across a standard tub, but eight is better. Missing strips leave gaps in this protection. The strips should be a minimum of 36 inches long (two rows) and should cover the entire tub.
5	Wet cigarette butts before placing them in the trash.	A common cause of fire in hotels is hot cigarette butts being dumped into the trash bag on the cart.
6	Report burnt-out exit signs.	Exit signs are illuminated so they can be seen through the smoke of a fire. Without a properly functioning exit sign, an exit may not be visible during a fire.
7	Cribs should be checked for cleanliness and safety before they are delivered to guests.	The guests' children are more precious to them than diamonds and gold. Care for them accordingly.
8	Never defeat a safety device	Tampering with safety devices creates an unnecessary exposure for anyone working around equipment. Removing safety guards or covers or bypassing safety switches leads to increased risk of serious injury.  Report violations of this nature to management for investigation.
9	Know your duties during a fire emergency	The safety of the guests and fellow associates may depend upon it.
10	Housekeeping reminders.	<ul style="list-style-type: none"> <li>Housekeeping is not just the responsibility of employees who regularly clean your area.</li> <li>Housekeeping is everyone's responsibility. It means cleaning up after yourself and keeping your work area safe and orderly.</li> </ul>

March / June / September / December		
Day	Safety Tips	Response: Talking Points
11	Heart disease	<p>Heart disease is the leading cause of death for both men and women. According to the Centers for Disease Control (CDC) approximately 697,000 people die of heart disease in the United States every year.</p> <p>That is, one in every five deaths is caused by heart disease. To help prevent heart disease:</p> <ul style="list-style-type: none"> <li>• Eat a healthy diet.</li> <li>• Maintain a healthy weight.</li> <li>• Exercise regularly.</li> <li>• Do not smoke.</li> <li>• Limit alcohol use.</li> </ul>
12	Keep laundry chute doors closed.	Laundry chutes function like chimneys. During a fire in the laundry, smoke and fire can spread onto the guest room floors if chute doors are left open or do not close and latch well.
13	Turn a cuff in rubber gloves to protect against drips.	Turning a cuff when using rubber gloves can catch drips from cleaning chemicals that may otherwise run down the worker's arm. This is uncomfortable and could trigger an allergic reaction to the chemicals.
14	Keep travel paths clear of trip hazards.	Room attendants frequently trip and fall when bedspreads, linens and vacuum cords are left in travel paths inside the guest room.
15	Report non-functioning lighting promptly.	Even though it may not be your job to change a burnt-out light bulb, it is everyone's job to report the outages to the department responsible promptly so that visibility and safety can be restored.
16	Keep room doors closed when you are not present.	The contents of the guest room are left exposed when doors are left open. This is important for checkout rooms and even more important for stay-over guest rooms. This also exposes the room attendant to assault from a person who may have entered the room in her absence.
17	Practice safe storage in all areas.	<p>To help in strain prevention, a good rule of thumb is to store items you use most frequently on middle shelving, lightweight items on top shelving, and those boxes with multiple items you will pick out as needed on bottom shelving.</p> <p>Use a step stool or ladder to lessen overhead stretching.</p>
18	Report missing fire extinguishers.	A missing fire extinguisher may be the exact one needed during a fire.



March / June / September / December		
Day	Safety Tips	Response: Talking Points
19	Report storage in stairwells.	Storage in the stairwell is strictly prohibited by all fire and building codes. The stairwell must be maintained free of potential fire hazards to ensure a safe exit from a building if fires occur.
20	Lockouts and tagouts should be left alone.	Although housekeepers are not usually directly involved in lockout/tagout situations, they should be aware of the hazards associated with these situations if encountered.
21	Do you know how to report a visitor injury?	Any witnessed visitor injury should be promptly reported according to company policy. In addition, offer assistance and seek advice from management if the injured visitor requests medical attention.
22	Practice good personal cleanliness.	Avoid touching your eyes, face, and mouth with gloves or hands that are dirty. Wash well and use barrier creams when necessary. Most industrial illnesses and skin rashes are the result of poor hygiene practices.
23	They say hindsight is a perfect science...	However, having foresight can prevent incidents. Do your part in reporting hazards promptly.
24	Clean up or report all spills, leaks, and wet areas immediately.	Immediately attend to wet spots to prevent trip and fall injuries to yourself, other associates and guests. If immediate cleanup is not possible, clearly mark or barricade the hazard and report it to maintenance, your supervisor, or another responsible person.
25	Roll the vacuum cord to prevent twists and cord damage.	You can help keep the vacuum cord from becoming a twisted trip hazard by rolling it with your thumb and forefinger on your 'off' hand. Practice makes perfect.
26	Store heavy items in the 'strike zone.	As in baseball, the strike zone is between mid-chest level and the knees. Heavy storage should be shelved in the strike zone to prevent the need to bend over when moving the item.
27	Bend at your knees; save your back.	This old familiar message is still important.
28	Report suspicious persons.	Criminals often stroll through corridors bumping doors hoping to find one unlatched.
29	Store heavy items in the 'strike zone.	As in baseball, the strike zone is between mid-chest level and the knees. Heavy storage should be shelved in the strike zone to prevent the need to bend over when moving the item.
30	Watch those disabled ramps and speed bumps!	Being alert to your surroundings while walking outside on company property is essential. Avoid distracting behaviors like talking on phones, texting, and reading while walking. Inattentiveness may lead to falls over curbs and speed bumps or stumbling when there is a change in walking surface grade or slant due to disabled ramping onto sidewalks.
31	Key rings should be signed out and back in.	Key control is essential to proper security at a hotel.



For a more comprehensive list of our services and to help you learn how you can protect your people, assets and the planet, please visit our website Zurich Resilience at: <https://www.zurichresilience.com/>

**Contact us:**

**Zurich Resilience Solutions**

**880-982-5964**

**[risk.engineering@zurichna.com](mailto:risk.engineering@zurichna.com)**

**[www.zurichna.com/risk](http://www.zurichna.com/risk)**

The Zurich Services Corporation  
Zurich Resilience Solutions | Risk Engineering  
1299 Zurich Way  
Schaumburg Illinois 60196-1056

This is a general description of services such as risk engineering or risk management services provided by Zurich Resilience Solutions, which is part of the Commercial Insurance business of Zurich Insurance Group and does not represent or alter any insurance policy or service agreement. Such services are provided to qualified customers by affiliates of Zurich Insurance Company Ltd, including but not limited to Zurich American Insurance Company, 1299 Zurich Way, Schaumburg, IL 60196, USA, and The Zurich Services Corporation, 1299 Zurich Way, Schaumburg, IL 60196, USA. The opinions expressed herein are those of Zurich Resilience Solutions as of the date of the release and are subject to change without notice. This document has been produced solely for informational purposes. All information contained in this document has been compiled and obtained from sources believed to be reliable and credible but no representation or warranty, express or implied, is made by Zurich Insurance Company Ltd or any of its affiliated companies (Zurich Insurance Group) as to their accuracy or completeness. This document is not intended to be legal, underwriting, financial, investment or any other type of professional advice. Zurich Insurance Group disclaims any and all liability whatsoever resulting from the use of or reliance upon this document. Nothing express or implied in this document is intended to create legal relations between the reader and any member of Zurich Insurance Group. Certain statements in this document are forward-looking statements, including, but not limited to, statements that are predictions of or indicate future events, trends, plans, developments or objectives. Undue reliance should not be placed on such statements because, by their nature, they are subject to known and unknown risks and uncertainties and can be affected by numerous unforeseeable factors. The subject matter of this document is also not tied to any specific service offering or an insurance product nor will it ensure coverage under any insurance policy. No member of Zurich Insurance Group accepts any liability for any loss arising from the use or distribution of this document. This document does not constitute an offer or an invitation for the sale or purchase of securities in any jurisdiction.

In the United States, risk engineering and risk management services are provided by The Zurich Services Corporation.

© 2025 The Zurich Services Corporation. All rights reserved.

A1-P0950621-A (02/25) P0950621

